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The U.S. Embassy Dhaka has introduced a new system for Immigrant Visa collection and pending 221(g) document submission through a new customer-friendly website [www.ustraveldocs.com/bd](http://www.ustraveldocs.com/bd).

You must create a **profile** at [www.ustraveldocs.com/bd](http://www.ustraveldocs.com/bd) in order to further process your immigrant visa case. **Only the Principal Applicant needs to create this profile.**

**Step 1:** Visit [www.ustraveldocs.com/bd](http://www.ustraveldocs.com/bd) and then click “Create Account” on the right-hand side menu.

**Step 2:** After creating your account, please click “New Application/Schedule Appointment” on the left-hand side menu and select

- IV Address Registration
- Choose the visa class you are applying for
- Fill in your passport details
- Case number
- Add dependents or family members applying with you for the visa

**Step 3:**

- Select the pick-up location where you would like to receive your passport
- Print the confirmation page and save it for your records

**Following are the pickup locations:**

City	Opening hours	Branch address
<b>Dhaka</b>	Sunday to Thursday- 9AM till 3PM Saturday - 9AM-1PM	House#4A, Road#22, Gulshan- 01, Dhaka-1212
<b>Chittagong</b>	Sunday to Thursday- 9AM till 3PM Saturday - 9AM-1PM	1/A Ananda Tower (Ground Floor) Jail Road, Sylhet-3100, Bangladesh
<b>Sylhet</b>	Sunday to Thursday- 9AM till 3PM Saturday - 9AM-1PM	Ayub Trade Center, (5Th Floor) 1269/B Shekh Mujib Road, Agrabad Chittagong, Bangladesh

#### **Visa Issuance:**

If your immigrant visa is approved, you may collect your passport, visa and documents from the pick-up location you selected when you created your profile.

#### **Visa Refusal:**

Refusal under the Immigration and Nationality Act, Section 221(g) means that an applicant needs to submit additional documents for further processing of his/her case or that an immigrant visa case requires further additional processing. Although, you should submit the requested documents as soon as possible, you will have 12 months from the date of your interview to submit the requested documents without having to pay a new visa application fee. If U.S. Embassy Dhaka requests additional documentation, you must submit those documents at the pick-up location you selected when you created your profile.